

WANDA HILLS, MBAC**(b) (6)****TECHNICIAN ✦ CUSTOMER SERVICE ✦ ADVOCATE***Leadership Development ✦ Business Administrations ✦ Relationship Building*

Dedicated, detail-oriented Professional with a passion for providing the best customer service possible using administrative skills. Proven ability to collaborate with colleagues to foster a friendly and caring environment. Detail-oriented self-starter with excellent oral and written communication, interpersonal, organizational and time management skills. Exceptional academic qualifications, including a Master of Business Administration degree/Leadership Development from Rosemont College (2018).

SELECTED HIGHLIGHTS

- Utilized exceptional analytical skills to review and process rental vouchers for low income families, elderly and people with disabilities for over 90 USDA Multi-Family Commercial Properties valued at \$250 million
- Inputted and monitored federal data with strict attention to detail and ensuring 100% accuracy to achieve servicing requirements and USDA compliance
- Proficiently generated complex reports for the Housing Programs Director to aid in decision-making activities.
- Entered pre-qualifying loan data into federal software to assist low to moderate income borrowers with procuring affordable financing in rural communities
- Provided programmatic and regulatory information regarding USDA affordable housing programs to mortgage companies, banks, developers, potential borrowers and stakeholders regarding housing programs offered by Rural Development.

CORE COMPETENCIES

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| ▪ Multi-Tasking/Prioritization | ▪ Process Improvements | ▪ Report Generation |
| ▪ Team Training/Development | ▪ Database Management | ▪ Research/Analytics |
| ▪ Cross-Functional Collaboration | ▪ Complex Problem Solving | ▪ Technical Skills |
| ▪ Patient Education | ▪ Safety Practices and Regulations | ▪ Housing |

EDUCATION**Rosemont College, Rosemont, PA: May, 2018***Master of Business Administration – Entrepreneurship***St. Joseph's University, Philadelphia, PA: May, 2014***Bachelor of Science – Professional and Liberal Studies – Health Administration and Organizational Development*

- **Relevant Coursework:** Organizational Development, Leadership Development, Organizational Writing

PROFESSIONAL EXPERIENCE

USDA – Rural Development ✦ Mt. Laurel, NJ ✦ 2015 – Present

**Multi-Family/Single Family Housing
Technician Housing**

Director: (b) (6)**(b) (6)****Loan Technician GS-1101-07****40 Hours/Week****\$47,648/Year**

- Generate Multi-Family Housing program reports for Housing Program Director to aid in senior level decisions-making.
- Enter pre-qualifying single family residential loan data to assist senior loan specialists in underwriting loan files for low and moderate-income individuals and families seeking single-family residential housing in rural communities.

- Responsible for processing 504 home repair grant and loan applications for seniors and low-income individuals to bring homes up to safety and code regulations.
- Review multiple repair contracts, meet with contractor and applicant to ensure fair market price, make sure contracts meet compliance with minimum HUD guidelines, establish deadlines and process payments in a timely manner.
- Input data into multiple databases to track grants and loans and provided reports to Housing Programs Director which aided in tracking the utilization of allocation for the grant and loan programs appropriated by Congress
- Process contractual purchase obligations and invoices, mortgage lenders and bankers loan checks and rental assistance agreement contracts for Multi-Family Property Owners to ensure USDA stakeholders, clients and borrowers receive payments in a timely manner.
- Review legal documents for accuracy and precision for New Jersey foreclosure process before submittal to the Office of General Counsel to ensure USDA is properly servicing its borrowers which aided in reduction of delinquency and foreclosure rate
- Process and approve purchase and invoices payments for New Jersey stakeholders and vendors

USDA – Rural Development ✦ Mt Laurel, NJ ✦ February 2018 – June 2018
Community Facilities Programs/Underwriting Specialist (Detail)

GS-1165-07

20 Hours/Week

\$46,159

- Review regulation eligibility, complex organizational documents and letter of conditions for commercial loans and grants for nonprofit entities and commercial lenders
- Attend and assist senior commercial specialist with federal compliance reviews and loan closings
- Review loan application documents for accuracy and completion
- Process pre-qualification application for nonprofit entities and commercial lenders to receive federal direct and guarantee assistance

(b) (6) ✦ 2004 – 2015

Patient Care Technician/Phlebotomist

- Provided compassionate, exceptional care to oncology, telemetry and psychiatric patients.
- Accurately verified all patient information to enhance organizational efforts.
- Administered exceptional and friendly patient care and customer service while performing a variety of critical physical tests, including taking vital signs, height, weight, temperature and phlebotomy.
- Effectively maintained a safe, secure and healthy environment, strictly following all policies and procedures to ensure complete patient safety.
- Provided patients with written office policies, medical literature and benefits information, fully educating all staff and patients and ensuring complete patient satisfaction.

(b) (6) ✦ 2002 – 2004

Coordinator/Junior Underwriter

- Extensively reviewed various assets, income and credit reports per crucial underwriter specifications.
- Administered comprehensive training to all new hires, ensuring complete understanding of their responsibilities and company policies.
- Fully assisted the manager with quality and quantity control to ensure optimal organizational success.
- Analyzed numerous areas of credit worthiness and provided credit decisions to analyze and conditionally approve income, such as W-2s, assets, credit and ratios.
- Processed loans approved by an automated decision system within the designated signing authority limits.
- Corresponded to and provided the highest customer service, ensuring satisfaction and knowledge of loan status.
- Corresponded with mortgage loan officers, banking center associates, realtors and title companies, and provided second-look decisions on loans based on counteroffers and restructuring of loans.
- Cleared conditions and issued changes to terms on previously approved loans, and verified conditions of approval,

including customer income and assets documentation.

- Identified and resolved title issues, including vesting issues, child support liens, judgment liens and undisclosed liens, and processed subordinations for internal and external liens.
- Reviewed and analyzed HUD-Is, appraisals and preliminary title reports, resolving appraisal and title disputes, and coordinating closing activities.
- Performed pre-funding and post-closing verification of loan documentation on loans selected for review.

| ADDITIONAL CREDENTIALS | |
|--------------------------|---|
| TECHNICAL SKILLS/ | Microsoft Office (Word, Excel, PowerPoint) NITC/AMAS, Fiserv, Max.Gov, Unifi, Loan Serv , Do Not Pay, New Jersey Portal |
| HONORS AND AWARDS | ▪ USDA – Surpassed housing goal |
| PROFESSIONAL DEVELOPMENT | Multi-family housing training - Nashville, TN and Charlotte, NC, Train new employees |
| VOLUNTEERING EXPERIENCE | Extended Lending Hands- Assisted with the organizing of feeding the homeless in Philadelphia and single mothers transitioning from the homeless shelter into their own homes. |
| INTERESTS | (b) (6) |

Detailed Professional References Available upon Request

